

NETWORK MANAGER REPORT



APRIL 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

April 15th brought an end to the majority of this year's tax filing season. With applications servicing both corporate and individual taxes, Alabama Interactive stayed busy processing transactions for the Department of Revenue (ADOR). During the month of April, Alabama Interactive completed one new agency application and five change management updates.

Highlights for the month were:

- The Alabama Department of Revenue, Tax Return Estimation Payment application processed over \$2.08 million in taxes. Over 1,485 transactions were submitted in April accounting for a 4% increase in transactions from April 2009.
- AI met with the Department of Conservation and Natural Resources to discuss the re-write of the conservation license application. AI is working closely with the agency to develop a detailed business process documents, outlining all the functionalities of the system. The new system will be live in time for the new 2010 – 2011 license system.
- Transactions for the Alabama Department of Public Health, Child Health Insurance Program payment application increased 13% from April 2009. In April the application processed over \$76,000. AI is currently developing an Interactive Voice Response (IVR) application so payments can be made over the phone.
- AI attended a meeting with the Alabama Board of Occupational Therapy to discuss a new online license renewal application. This new application will allow board certified occupational therapists to renew their licenses online.
- Alabama Interactive launched an Initial License Application with the Alabama Board of Examiners of Assisted Living Administrators. This service allows qualified individuals to apply for their Assisted Living Administrator license online. Alabama Interactive now has five applications online for this agency, with more in development.
- The Alabama Electrical Contractors Board License renewal application experienced a 25% increase in transactions from April 2009. This application allows Electrical Contractors to renew their licenses online.
- The Alabama Department of Revenue, International Fuel Tax (IFTA) payment application experienced a 10% increase from the previous year. In April alone the application processed over \$1.8 million.

Marketing

Barrett Gilbreath and Jonathan Kimbrough met with the Alabama Department of Pardons and Paroles to continue discussions on a new payment service. The application will allow parolees to pay their monthly supervision fees using a credit or debit card through an online application built for use at field offices. Alabama Interactive is also providing USB peripheral card swipe devices in field offices at no cost to the agency. The launch date for this application is scheduled for May 2010.

This month, the marketing team designed a postcard for the Alabama Board of Examiners of Assisted Living Administrators. The distribution of this postcard will help the Board notify constituents of the new initial online application.

Members of the marketing team also held face-to-face meetings with a number of agencies to ensure a smooth transition upon the departure of Senior Project Manager, Tara Littleton. This process will ensure the project managers' ability to maintain strong relationships with all state agency partners.

Customer Service

April was a busy month for the customer service team as tax season came to a close. The bulk of phone calls, chats and emails were received mid-month with questions regarding taxes with the Alabama Department of Revenue. AI answered nearly 500 live and offline chats and support emails in the month of April about various state services and online applications.

AI received several customer service complements from constituents in April. After making a payment on the Alabama Inmate Banking Deposit System, Lillian Swann commented, "just a thank you note for this site—it is truly a blessing to me." Andy Anderson a general contractor commented on the Alabama Department of Revenue Construction Fee Return application saying, "your general contractor's return is the best tax process out of any state I have ever worked in."

Development

During the month of April, the AI Dev-Share team held three meetings. During the first meeting, the team discussed the process of migrating applications from TPE 1.5 to TPE 2.x. The team plans to fully utilize the features of TPE 2.x by using the web service methods that are currently available. Utilization of such features will require the development staff to create a common set of functions associated with the web service creating only minimal changes to existing applications.

The second meeting focused on the new application deployment tool being constructed. This tool will streamline the installation and versioning of applications. In addition, the tool will allow AI to schedule the deployment of an application, and easily roll back an application to a previously released version in the event of unforeseen issues.

During the third meeting, the development team pushed to complete the migration of all Java applications from the legacy servers. The team has since completed the migration of all remaining applications on one of the two Java instances. The remaining instance contains only three applications awaiting rewrite while five more applications are in testing or waiting for final approval to be migrated.

PROJECT REPORT

Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama State Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010
Alabama Interactive	Alabama.gov iPhone application	Allows iPhone users to access an enhanced mobile version of Alabama.gov	03/07/2010
Alabama Board of Examiners of Assisted Living Administrators	Initial Application	Allows users to apply for their initial license online	04/06/2010

Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewal - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Translators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAA	Updates to existing application	02/03/2010
Alabama Real Estate Commission	Transfer Application	Updates to existing application	02/03/2010
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	03/01/2010
Alabama Secretary of State	Monthly Search	Updates to existing application	03/01/2010
Alabama State Board of Chiropractic Examiners	Reinstatement	Update to add additional fee to reinstatement application	03/22/2010
Alabama Home Builders Licensure Board	Expired Inactive	Updates to existing application	03/30/2010
Alabama Department of Conservation and Natural Resources	Intranet	Added account information to the intranet	03/16/2010
Alabama State Bar	Sections	Updates to existing application	04/02/2010
Alabama Real Estate Commission	Certification	Updates to existing application	04/05/2010

Alabama Real Estate Commission	New Course	Updates to existing application	04/14/2010
Alabama Real Estate Commission	Official Document Printing	Added license expiration date on column	04/14/2010
Alabama State Bar	Annual Registration	Updates to existing application	04/29/2010

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2010
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in agency testing	October 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in internal testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in internal testing	June 2010
Alabama Board of Nursing	New name and address change	Allows licensees to change name/address via separate applications	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLCs to pay annual registration fee online	This application is in agency testing	TBD

Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in internal testing	January 2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	This application is in agency testing	October 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in agency testing	August 2010
Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in agency testing	June 2010
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite of existing application	This application is in agency testing	May 2010
Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in agency testing	TBD

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	July 2010
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	This application is in pre-project phase	June, 2010
Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Licensure Board for Interpreters and Translators	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Board of Examiners of Assisted Living Administrators	Emergency Permit	Allows users to purchase emergency permit online	This application is in the development phase	TBD
Alabama Interactive	Becoming Alabama	In-kind website for the Alabama Archives et al.	This application is in pre-project phase	July, 2010

Alabama State Board of Chiropractic Examiners	Initial License	Allows user to purchase initial license online	This application is in pre-project phase	May, 2010
Alabama Department of Corrections	iPhone/ Mobile application	Allows users to deposit money to inmates via a mobile device	This application is in pre-project phase	May, 2010
Alabama Department of Revenue	Motor Vehicle Form 04	Allows users to file lien holder applications online	This application is in the pre project phase	August 2009
Alabama State Board of Occupational Therapy	License Renewal	Allows user to renew their license online	This application is in pre-project phase	TBD
Alabama Department of Revenue	Replacement title	Allows user to order replacement titles online	This application is in pre-project phase	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Real Estate Commission	Instructor Renewal	Update to dates and receipt page	This application is in agency testing	June 2009
Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama Board of Nursing	Nursing Endorsement	Updates to existing application	This application is in agency testing	September 2009
Alabama Board of Nursing	CRNA – Rewrite	Apply for CRNA license online	This application is in testing	TBD
Alabama Board of Nursing	Exam – Rewrite	Allows licensees to apply for exam online	This application is in testing	TBD
Alabama Board of Nursing	Military Actively deployed – Rewrite	Allows licensees to renew online	This application is in testing	TBD
Alabama Board of Nursing	Name/ Address change - Rewrite	Allows licensees to request a new card online	This application is in testing	TBD

Alabama State Banking Department	License Renewal	Allows licensees to renew online	This application is in internal testing	TBD
Alabama Department of Corrections	Recurring Payments	Update to allow users to set recurring payments	This application is in internal testing	May 2010
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Board of Nursing	Data Download	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Nursing	Fee/Fine	Updates to existing application	This application is in pre-project phase	TBD
Alabama State Board of Chiropractic Examiners	Verification	Rewrite of existing application	This application is in internal testing	TBD
Alabama Real Estate Commission	Enhanced Security Login	Update to login security	This application is in agency testing	TBD
Alabama Secretary of State	UCC Filing	Allows users to select multiple items	This application is in pre-project phase	May, 2010
Alabama Department of Conservation and Natural Resources	BOW	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Department of Revenue	Construction Fee Return	Update to allow processing of Credit Cards	This application is in internal testing	May, 2010
Alabama Department of Conservation and Natural Resources	Canoe Trail	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Optometry	License Renewal	Updates to existing application	This application is in pre-project phase	TBD

SERVICE REQUESTS

Alabama State Board of Occupational Therapy

License Renewal Application

Alabama Interactive requests and recommends this service for the Alabama State Board of Occupational Therapy be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the Board.

State of Alabama Alcoholic Beverage Control Board

Online wholesale orders

Alabama Interactive requests and recommends this service for the Alabama Alcoholic Beverage Control Board be added to the network. The payment application will be an electronic access fee service and a transaction fee service and will be developed at minimal cost to the Board.

MONTH IN REVIEW

Total AI Network Transactions:	191,457
Average Successful Request per Day:	6,382
Total alabama.gov Visitors:	67,976
Total alabama.gov Page Views:	562,684
Total alabama.gov Chats or Offline Messages from Live Help:	145
Total AI Customer Support Emails:	325

OPERATIONS & ADMINISTRATION

The contract for the Alabama Alcoholic Beverage Control (ABC) Board payment processing became effective April 1, 2010. This five-year contract will be outside the state contract for eGovernment services and, as such, the financial report in this and subsequent network manager reports will not contain any information pertaining to ABC transactions. Alabama Interactive will continue to report on payments and transactions for all applications covered under the master contract.

OTHER BUSINESS/IN CLOSING

In closing, April brought an end to a very busy month and tax season. We look forward to completing version eight of the portal and being a strong contender for the Best of Web competition.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath